

Information Technology

Goal #3 - Applications: Deliver and maintain efficient business applications and support systems.

Measure	Actual	Target	Status
Uptime for critical information technology services.	100%	99%	■

Why is this measure important?

The City of Kansas City, Missouri's citizens, elected officials and employees rely on critical services provided by the Information Technology Division. These critical systems include network and phone connectivity, cyber-security, audio/visual, web sites, email, geographic information systems, and applications, such as PeopleSoft, Banner and Microsoft products.

What do these numbers tell us?

The General Services Department, Information Technology Division places a high priority on access to critical systems. In the information technology industry, service interruptions are common. The key is to respond quickly and utilize backup systems to avoid problems with network lines, phone connectivity or critical programs. The City's critical systems require constant attention 24hrs. a day, 365 days a year. The target of 99% represents a total of 17 hours out of the 8,760 hours throughout the year. Over the past year, critical systems did not experience any interruptions. (Last updated June 2014)

Uptime for critical information technology services.

